

Design, Print and Capture Responses from bubble sheet questionnaires using your computer, printer and scanner  
Download a free 30 day OMR software trial....

[www.formreturn.com](http://www.formreturn.com)



**IMPORTANT INFORMATION:** Please scribble in the bubble applicable, trying to keep within the lines.  
**THANKYOU FOR TAKING PART IN OUR CUSTOMER SATISFACTION SURVEY.**

1. Approximately how often do you visit the Library?  
 A. Often  
 B. Sometimes  
 C. Rarely  
 D. Never

2. What type of materials do you mainly obtain when you visit the library?  
 A. Fiction  
 B. Reference  
 C. CD'S/DVD'S  
 D. Magazines

3. How often do you request assistance from the reference librarian?  
 A. Often  
 B. Sometimes  
 C. Rarely  
 D. Never

4. How often is the reference librarian able to fully answer your questions?  
 A. Often  
 B. Sometimes  
 C. Rarely  
 D. Never

5. How satisfied are you with the services provided by the reference librarian?  
 A. Very Satisfied  
 B. Satisfied  
 C. Undecided  
 D. Dissatisfied

6. How often do you use the library computer system to locate books or other materials?  
 A. Often  
 B. Sometimes  
 C. Rarely  
 D. Never

7. Using the library computer, can you always locate books or other library materials that are listed as being available?  
 A. Often  
 B. Sometimes  
 C. Rarely  
 D. Never

8. Using the library's computer catalogue, how easy are you able to find library resources?  
 A. Very Easy  
 B. Easy  
 C. Difficult  
 D. Very Difficult

9. How often do you request books and library materials from other branches in the library system?  
 A. Often  
 B. Sometimes  
 C. Rarely  
 D. Never

10. How satisfied are you with the length of time it takes to receive requested materials from other branches?  
 A. Very Satisfied  
 B. Satisfied  
 C. Undecided  
 D. Dissatisfied

11. How satisfied are you with the availability of computers for use to access the internet?  
 A. Very Satisfied  
 B. Satisfied  
 C. Undecided  
 D. Dissatisfied

12. How often do you visit the children's section of the library?  
 A. Often  
 B. Sometimes  
 C. Rarely  
 D. Never

13. How satisfied are you with the selection of audio, video, and book resources provided in the children's section of the library?  
 A. Very Satisfied  
 B. Satisfied  
 C. Undecided  
 D. Dissatisfied

14. How satisfied are you with the reading programs provided for children by the local public library?  
 A. Very Satisfied  
 B. Satisfied  
 C. Undecided  
 D. Dissatisfied

15. Are you Male or Female?  
 A. Male  
 B. Female

16. Which age group are you in?  
 A. 18 - 25  
 B. 26 - 39  
 C. 40 - 59  
 D. 60 or over

